

Breakthrough T1D Recruitment Pack



We are the leading global type 1 diabetes (T1D) research and advocacy charity; we help make everyday life with T1D better while driving toward cures.

Today, we are opening doors closed by a diagnosis of T1D. We do this by connecting the brightest minds and investing in the most promising research, campaigning for access to treatments and technology and supporting the T1D community. Tomorrow, we will make this condition a thing of the past.

"Breakthrough T1D provides a brilliant mix of passion, flexibility and a can-do culture that adds to an unwavering commitment to helping people with type 1 diabetes, which I couldn't get anywhere else! It's a brilliant place to work!"

Chris Bright, Community Partnerships and Events Lead

Thank you for considering Breakthrough T1D



**Karen Addington,
MBE**

Chief Executive
Officer,
Breakthrough T1D
UK

We're delighted you're interested in joining us at such an exciting time in our mission. We're driving life-changing breakthroughs to improve lives today and bring us closer to a future without T1D. Thanks to the support of our community and dedicated colleagues like you, the pace of change is accelerating faster than ever.

As part of a global organisation, you'll be connected to an incredible network of researchers, advocates, and supporters who are breaking down barriers and opening up new possibilities for everyone affected by T1D.

Here in the UK, you'll be part of a passionate and collaborative team, united by a shared purpose. Your work, whether you're raising vital funds or supporting the T1D community in other ways, will directly help people live better, healthier lives while moving us closer to a world without T1D.

Thank you for wanting to be part of our team, your contribution will make a real difference.

Our values:



Stand as one:

Moving forward together by embracing different perspectives, backgrounds, and expertise.



Act with purpose:

Staying true to the needs of our community and our organisation.



Lead with kindness:

Always meeting people with empathy and support.

Database Manager

Job Description

DEPARTMENT

Sitting within the Supporter Marketing and Experience team, this role works cross-organisationally with teams at all levels, from senior management through to frontline operational teams.

PURPOSE OF THE ROLE

As a strategic leader at Breakthrough T1D, you will own the roadmap for our CRM and lead on data improvement initiatives across Breakthrough T1D.

You will lead on platform integration, champion automation, and enhance the supporter experience. You'll be responsible for the ongoing development, optimisation, and governance of the organisation's CRM, ensuring supporter data is accurate, accessible, secure, and effectively used to support fundraising, engagement, and operational objectives. Acting as the organisation's subject matter expert for CRM, you will provide expert guidance to colleagues, drive best practice in data management.

This is a unique opportunity to play a pivotal role in shaping the future of data at Breakthrough T1D, establishing strong foundations for effective data management, governance and operational excellence across the organisation.

KEY RESPONSIBILITIES

- **Data Quality & Integrity:** Lead database cleansing and validation processes. Monitor data quality through audits and dashboards with support from Officer. Work with the Supporter Care Manager to identify, develop and deliver CRM training needs and maintain a Data Handbook/Guidelines for consistent data usage.
- **Data In Processing:** Responsible for ensuring all data collection and imports are documented and standardised and data flows mapped to ensure consistency. Work with the Supporter Care team to deliver data-in processes.

JOB TITLE:

Database Manager

STATUS:

Permanent

HOURS:

35 hours per week (Breakthrough T1D operates a flexible working hours policy)

SALARY:

£45,600 per annum

HOLIDAY:

25 days plus statutory holidays, increasing with years of service

LOCATION:

Hybrid working Part London office-based and part home based. The post holder will work a minimum of one day a week in the office

REPORTS TO:

Head of Supporter Marketing and Experience

DIRECT REPORTS:

Senior Database Officer

KEY INTERNAL RELATIONSHIPS:

Supporter Care Team, Fundraising and Engagement, Finance Team, Brand, Content and Digital Team

KEY EXTERNAL RELATIONSHIPS:

Donorfy, Dot Digital, Dataro, Advania

Database Manager

KEY RESPONSIBILITIES Continued

- **Automation & Streamlining processes:** Identify, implement and maintain automation and integration solutions to streamline data processes, working closely with the Head of Digital Products and IT Manager. Maintain documentation and training for automation tools.
- **Targeting & Strategy:** Partner with team leads to build audience segmentations. Ensure data enables and enhances supporter journey planning and execution. Oversee contact ringfencing and segmentation across channels.
- **Data Governance and Data Protection:**
 - Work with the Head of Supporter Marketing and Experience to develop and deliver a data governance framework and ensure compliance with internal and external data governance standards.
 - Oversee compliance with data protection laws. Act as the point of contact for customers and regulatory authorities on data protection matters. Act as the Data Protection Manager.
- **Gift Aid:** Responsible for preparing regular Gift Aid claims to HMRC, working with the Finance and Supporter Care teams.

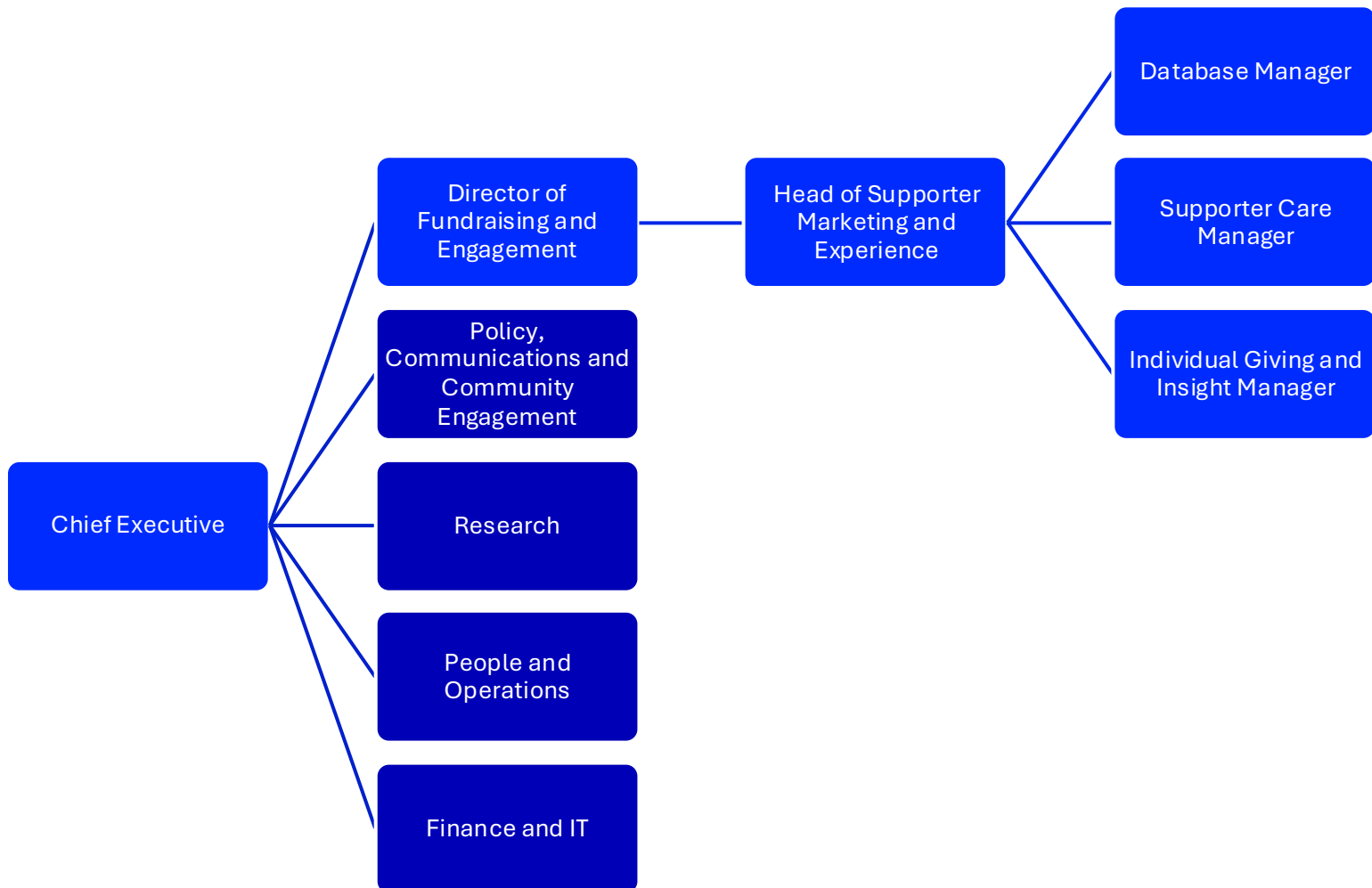
EQUAL OPPORTUNITIES

Breakthrough T1D is an equal opportunity employer and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.

Breakthrough T1D is the operating name of Juvenile Diabetes Research Foundation Limited, a registered charity No. 295716 (England and Wales) and SC040123 (Scotland).

Database Manager

Department Organogram



Database Manager

Person Specification

Person Specification	
Criteria	Essential
Experience:	• Experience managing and administering SQL databases within a charity or fundraising environment and ideally experience using Donorfy. • Experience leading data quality and data cleansing initiatives. • Experience developing and implementing data governance processes and standards. • Experience reviewing and improving business processes, including automation and workflow design. • Experience managing data imports, exports and integrations between systems. • Experience working collaboratively with multiple stakeholders across departments. • Line management or supervisory experience. • Experience delivering user training, guidance and support.
Skills:	• Strong understanding of CRM database management and supporter data processes. • Excellent knowledge of data quality, data governance and data protection principles, including GDPR. • Strong problem-solving skills with the ability to identify and implement practical improvements. • Experience using data manipulation and automation tools such as SQL, Power Automate or similar. • Ability to write and understand SQL queries for data interrogation and extraction. • Strong analytical attention to detail with a focus on accuracy and compliance. • Excellent communication and stakeholder management skills. • Ability to document processes, maintain standards and deliver training to non-technical audiences. • Strong Microsoft Excel skills and good working knowledge of Microsoft Office applications. • Understanding of database security and information security best practice.
Style of working:	• Highly organised, methodical and detail-oriented. • Proactive with a commitment to continuous improvement. • Collaborative, able to work effectively across teams. • Committed to high standards of data quality, accuracy and compliance. • Adaptable and resilient, able to manage multiple priorities in a changing environment. • Takes ownership and accountability for delivering outcomes and resolving issues.

Employee Benefits



As an employer we offer:



Hybrid working arrangements



Pension scheme



Season ticket and cycle loan



Generous annual leave entitlement – 25 days per year plus bank holidays for full-time staff with leave increasing after three and five years' service



Health cash plan that allows you to claim for some treatments such as dental, optical and physiotherapy treatment



Flexible working and will consider compressed hours



Family-friendly policies – maternity, paternity, adoption and shared parental leave at enhanced rates



Personalised training to suit your career aspirations and professional development